

How Are We Doing?

We're committed to monitoring the quality of the services and products we provide, as part of an ongoing improvement process. We would appreciate your feedback on our performance. (All submissions are anonymous.)

1. Please rate the following aspects of our work.

	Excellent	Good	Adequate	Poor	Unacceptable	N/A
Speed of response to your requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employees knowledge of products & solutions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Design Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Product Availability (Stock)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Product Delivery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Delivery Consignments - Accuracy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Value for Money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Literature - Clear & Concise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Website Content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Maccaferri Products & Services exceed my expectations

Strongly Agree Agree Neither Agree nor Disagree Disagree Strongly Agree

3. What level of confidence do you have in Maccaferri to deliver products and services?

Strongly Agree Agree Neither Agree nor Disagree Little None

4. How likely is it that you will use Maccaferri in the future?

Certain Very likely Somewhat likely Unlikely Very unlikely

5. If you have any suggestions regarding how Maccaferri could improve the services provided to you - please enter them in the box below.

* 6. Would you like Maccaferri to contact you to discuss any concerns or issues you may have?

Yes

No

Customer Details

To ensure we have your correct details on the Maccaferri CRM Database, please complete the following information.

7. Which best describes your relationship with Maccaferri?

Contractor

Consultant

Other

Other (please specify)

8. How do you use Maccaferri Products?

Retaining Structures

Erosion Protection

Soil Reinforcement

Pavements

Basal Platforms

9. Would you be interested in holding Maccaferri Technical CPD Seminars at your offices?

Yes

No

Comments:

* 10. Please enter your contact details

* Required Field

Name:

Company:

Address 1:

Address 2:

City/Town:

ZIP/Postal Code:

Email Address:

Phone Number:

11. What is your Job Title?

12. Do you wish to "opt-in" and receive Maccaferri Product Information, Seminars and Case History News in the future ?

Yes

No

Email Address